

University of Mohammed Boudiaf, M'sila.

Department of psychology

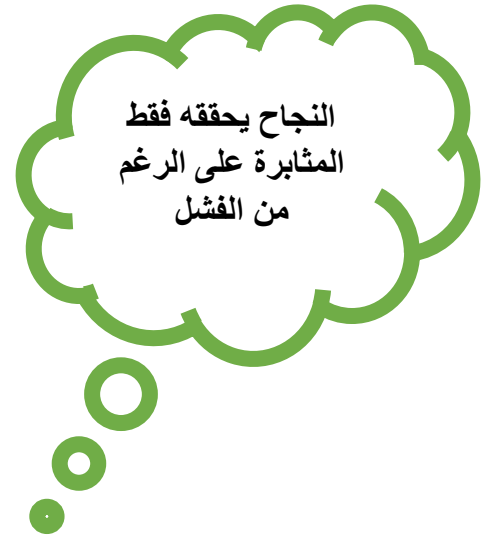
Module: English language.

Level: Master two.

Specialty: work and organizational psychology.

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Lesson 03:

Stress and work pressure

Stress definition:

Stress can be defined as the degree to which you feel overwhelmed or unable to cope as a result of pressures that are unmanageable.

Pressure definition:

The burden of physical or mental distress.

Sources of stress and work pressure:

1. Long hours
2. Heavy workload
3. Changes within the organisation
4. Tight deadlines
5. Changes to duties
6. Job insecurity
7. Lack of autonomy
8. Boring work
9. Insufficient skills for the job
10. Over-supervision
11. Inadequate working environment
12. Lack of proper resources

13. Lack of equipment
14. Few promotional opportunities
15. Harassment
16. Discrimination
17. Poor relationships with colleagues or bosses
18. Crisis incidents, such as an armed hold-up or workplace death.

Symptoms of work-related stress

The signs or symptoms of work-related stress can be physical, psychological and behavioural.

Physical symptoms include:

1. Fatigue
2. Muscular tension
3. Headaches
4. Heart palpitations
5. Sleeping difficulties, such as insomnia
6. Gastrointestinal upsets, such as diarrhoea or constipation
7. Dermatological disorders.

Psychological symptoms include:

1. Depression
2. Anxiety
3. Discouragement
4. Irritability
5. Pessimism
6. Feelings of being overwhelmed and unable to cope
7. Cognitive difficulties, such as a reduced ability to concentrate or make decisions.

Behavioural symptoms include:

1. An increase in sick days or absenteeism
2. Aggression
3. Diminished creativity and initiative

4. A drop in work performance
5. Problems with interpersonal relationships
6. Mood swings and irritability
7. Lower tolerance of frustration and impatience
8. Disinterest
9. Isolation.

Practice: define the following terms:

1. Isolation
2. performance
3. Aggression
4. behaviour